

SOUTH COAST



WATER DISTRICT

*Providing Quality Water and Wastewater Services to the Coastal Communities*

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January 9, 2003

Mr. John Robertus, Executive Officer  
California Regional Water Quality Control Board  
San Diego Region  
9174 Sky Park Court, Suite 100  
San Diego, CA 92123

Re: SCWD Alleged Violations  
SDRWQCB Complaint No. R9-2002-0280

Dear Mr. Robertus:

It is with great regret that I am corresponding to you under these circumstances of addressing the referenced complaint. The Board of Directors was unaware of any violations of standards prior to receipt of the complaint. Henceforth, please be assured that South Coast Water District (SCWD) will work cooperatively and be in full compliance with your requests, not only in the resolution of this issue but also all other regulatory matters.

The Directors and I have thoroughly read the complaint, and we understand how SCWD failed to provide timely and complete information. We have convened several Board meetings to assess the situation, gain understanding, and refine internal procedures. Staff training and process improvements are now underway to insure that the District prepares its sanitary sewer overflow reports completely and on time.

I have directed District staff to institute immediately the following procedures:

- 1) The Assistant to the General Manager will date stamp and log **all** correspondence and inspection reports from the Regional Board
- 2) The Assistant to the General Manager will provide the original to the General Manager and copies to the President of the Board, Board members, and the Director of Administration/District Counsel
- 3) The General Manager will develop timely responses to the correspondence
- 4) The Director of Administration/District Counsel will review for completeness of form and content
- 5) The President of the Board will review and approve responses



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In this way, the responsibility for timely, complete replies will be shared by the General Manager, Director of Administration/District Counsel and President. It is the Board's intention that these steps will improve the District's responsiveness to Regional Board concerns.

I hope that we may reach an amicable solution to this subject of mutual concern. As we continue the analysis of this complaint, we are committed to take substantive and thorough actions.

Please contact me directly at any time if you believe we have not met our obligations. My personal telephone number is listed below.

Sincerely,

A handwritten signature in black ink, appearing to read "Joel R. Bishop", with a stylized flourish at the end.

Joel R. Bishop  
President, Board of Directors  
949-212-5520

